

Results of In-Person User Testing

Jamba App

Task	Time (sec)	Task Success	Satisfied with the ease	Satisfied with the time	Satisfied with the support info
			Strong disagree 1 Strongly agree 5	Strong disagree 1 Strongly agree 5	Strong disagree 1 Strongly agree 5
1	29.2	6/6	2.5	3.2	2.7
2-1	6	6/6	3.8	3.8	3.3
2-2	27.8	5/6	2.3	3.5	2.8
2-3	17.6	6/6	3.7	3.8	2.8
Average	20.2	23/24	3.1	3.6	2.9

Our Prototype

Task	Time (sec)	Task Success	Satisfied with the ease	Satisfied with the time	Satisfied with the support info
			Strong disagree 1 Strongly agree 5	Strong disagree 1 Strongly agree 5	Strong disagree 1 Strongly agree 5
1	21.6	6/6	4	4.3	4
2-1	7.3	6/6	4.5	4.3	4.2
2-2	12.7	6/6	4.7	4.8	4.7
2-3	15	6/6	4	4.5	3.8
Average	14.2	24/24	4.3	4.5	4.2